

JUS.T.I.S. * Governance Council Meeting Minutes

*Justice Tracking Information System

Thursday, October 25, 2007, 10:00 a.m.

Hall of Justice, 850 Bryant Street, Room 215

San Francisco, California 94103

Attendance

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|--------------------|-----------------|-----------------|----------------|
| Sheriff | Eileen Hirst | MOCJ | Mikail Ali |
| Adult Probation | Arturo Faro | MOCJ | Sasha Hauswald |
| Adult Probation | Quynh Phung | M Budget Office | Jenny Louie |
| District Attorney | Martha Knutzen | Police | Tom Feledy |
| DOSW | Jill Tregor | Public Defender | Tyler Vu |
| Juvenile Probation | Jose Luis Perla | Superior Court | Pat Jeong |
| Juvenile Probation | Samuel Ho | DTIS | Walt Calcagno |
| IT PM | Al Corker | DTIS | Rob Castiglia |
| Coordinator | Paula Itaya | | |

Call to Order

Eileen Hirst, Co-Chair of the Governance Council, called the meeting to order at 10:05 a.m. Eileen noted that the meeting was duly posted according to the Sunshine Ordinance; however, since no members of the public were present, it would not be necessary to call for public comment after each Agenda item. Eileen requested that all audible electronic devices be deactivated, so as not to sound during the meeting. At Eileen's request, members introduced themselves.

Adoption of Agenda - Action Item

Pat Jeong moved to adopt the Agenda as read. Martha Knutzen seconded the motion, which was approved unanimously by the members. The Agenda was adopted without change.

Adoption of Minutes - September 13, 2007 - Action Item

Martha moved to adopt as final the Draft of Minutes of the meeting of September 13, 2007, dated September 17, 2007. Arturo Faro seconded the motion, which was carried by unanimous voice vote. The Draft of Minutes was adopted for distribution as final.

Executive Sponsor Update - Discussion/Action Item

Eileen introduced and welcomed Mikail Ali, Acting Director of the Mayor's Office of Criminal Justice (MOCJ). Mikail said that he has been in the Office since March, and is now becoming more familiar with the Project. He assured members that the Project would continue to have the full support of MOCJ. Sasha Hauswald added that they are working on a three-year budget for JUSTIS.

Board of Supervisors Budget Analyst's JUSTIS Report - Discussion Item

Eileen said that this item has remained on the Agenda for an update; however, there is nothing new to report at this time. She said that Harvey Rose has submitted the JUSTIS report to the Board of Supervisors (BOS). Jenny Louie said that a hearing would be required, but that has not been scheduled as yet. Walt Calcagno added that a hearing on the report would be held before the Board of Supervisors' Budget and Finance Committee. Eileen said that members could view the recent reports on the BOS website. Sasha added that the Council should be aware of the tremendous effort

put forth by Eileen. Eileen acknowledged Walt and Al Corker for their work in preparing the response. She said that the Project is difficult to explain, as it is a reflection of the work done by all of the member departments.

Technical Steering Committee (TSC) Update - Discussion/Action Item

Walt presented a summary of the recent activities of the TSC. Walt said that there were several departmental visitors to the TSC since the last Council meeting: the Public Defender, regarding the latest deliverables the vendor has created for their system; the Adult Probation Department, regarding vendor relations related to their system upgrade, as to what should be provided by the vendor at no additional cost and what should be paid. Walt said that an internal presentation was made relative to a preliminary review of the charge code process. Walt said that Rob Castiglia would be scheduling a meeting with departments regarding the process involving the statute tables. Walt said that a review was presented of the SAN configuration options they are looking at with grant funding. Rob has provided a recent update on the HUB design. Walt said that they had the first visit from Juvenile Probation regarding the data that could be shared on the HUB. The Police Department attended to assist in that discussion.

Case Management System Update - Discussion/Action Item

District Attorney - Martha presented the update. She said that they are waiting for the vendor to schedule the upgrade to their system, and meanwhile, are continuing to use it. Martha said that new hires are being trained only in the use of the system. Martha said that she is working with the vendor on creating various reports. She said that this process would help eventually with HUB connectivity, in that they would gain more knowledge regarding the data.

Public Defender – Tyler Vu said that Rene Manzo was on vacation and he would provide the update to their case management system. Tyler said that they are working on two fronts. They are working on the migration of data from the Court Management System (CMS) to their system to make sure that all the necessary values exist in their system: data matching and validation. Tyler said that they are also working on the workflow within the Office, such as a request from an attorney to an investigator. He said that they had received approval from the TSC for the Office Event/Request Methodology module, and they would be starting to work on that.

Police Department (SFPD) – Tom Feledy said that Acting Captain Greg Yee has asked him to present the update. Tom said that their primary focus has been the rollout of new computers to the Stations and Divisions within the Department. They have completed Bayview, Mission, Central, Northern, the Juvenile and Homicide Divisions, and this week would complete the Domestic Violence Unit. He said that they expect to complete Southern Station in the first week of November. Tom said that they have been able to temporarily add a staff member with good technical skills, which has helped them to move forward quickly. Tom said that the new computers with installed "active directory" and improved software capability are crucial to making progress with their new system. He said that he believes that the networking to the stations has been completed as well, so that the remaining piece is the hardware itself.

In answer to a question, Tom said that approximately fifty percent of the rollout to the district stations is completed. He said that the challenge is going to be here at the Hall of Justice (HOJ) because of the old wiring infrastructure within the building. There is going to be much more work for the Department of Public Works (DPW). Removal of the old wiring is hazardous and might damage existing wiring still in use. Because there is no more room at the conduit level beneath the floors, DPW and DTIS would be working on installing the conduit at ceiling height, in the hallways, and then going to the offices through the walls. Therefore, it would probably take longer than previously expected. In addition, Tom said that they want to have a more intensive distribution of computers than was had originally. He said that in order for case management to work properly, there should be a computer on the desk of every inspector, who could access CLETS, criminal history, as well as the Records Management System (RMS). Tom added that although there have been some problems at the district stations, such as ventilation issues, problems at the HOJ are even more significant.

Tom said that they are continuing to work on the software issues of the program, for which he said that he is directly responsible. He said there are three people on the team, but one would be retiring November 1st. He said that their new program shifts the focus from patrol and police reports to investigations and case management. Tom said that the Gartner Group was very helpful in suggesting this new direction. They would have a group of twenty inspectors

working SFPD members on closed cases. The team members will experience working a case file from beginning to end, on two cases. SFPD will record their observations. They expect to get quality feedback from the exercise, which was begun Tuesday and will run through mid-November. After that exercise, they would be able to evaluate the program and have their vendor, New World System (NWS), change whatever is necessary in the RMS.

In answer to a question, Mikail said that the new Chief Information Officer (CIO) would be arriving November 24th from the San Rafael Police Department. Mikail said that he has an extensive background in technology.

In answer to a question regarding remaining components to be accomplished in the RMS, Tom said that NWS is re-designing the field reporting application that the SFPD will be using. They have some samples to review. One challenge is the small staff devoted to this program. The software is not installed as yet and the officer has not been able to review the samples. Tom said that they hope that this would be a vast improvement for Patrol. Tom added that the third piece to be done is the crime analysis portion, which they have not begun yet. In answer to a question regarding crime analysis data availability in standard existing reporting, Tom said that cursory approval has been received from the analysis group, but they said that they need to review additional data before giving final approval.

Sheriff's Department - Eileen presented an update. She said that they are still working on the Jail Management System (JMS) data testing with the HUB. Eileen said that they are working with DTIS involving issues with CITRIX. They are also working on the latest version of a NWS product, 8.0, in connection with field reporting in the RMS, and a new interface design. Eileen thanked the SFPD for their help in testing of the Level II switch. Rob added that the latest test of the Level II switch was successful.

Adult Probation Department (APD) – Arturo (Art) presented the update. Art said that they have been working on the 10g upgrade and interface. He said that the TSC was very helpful with negotiating issues with the vendor. Thanks to the assistance of Rob and DTIS, they are testing the migration, the import and export, of data to a test server, which is online. The process took approximately forty-eight minutes to process. Art added that IT PM has been helping them with the vendor on their upgrade requirements. Art said that the group testing the migration piece expects to be set up by the first week of November. Art said that a large effort has been expended to add the 8i database in the CCSF.

Superior Court – Pat provided an update. She said that they are moving along and have entered two-thirds of the update code. They are working on the sentencing module: state prison commitments and others. They are waiting to meet with Rob regarding the charge code process and to discuss data conversion, among other issues. Pat said that they are looking at beta testing by February 2008.

In answer to a question about the progress of the State system, Pat said that they are still working on another version. She said that Version II is being used by some southern counties, while Version IV is being tested for use by some northern counties. Pat said that they could possibly have to join by 2010. She added that while Version II is working, there is no criminal module included. She said that they have sent people to look at the system in Irvine County, which is using the traffic and civil portions, but no team has been set up for the criminal review.

HUB Project – Rob said that PlanGraphics has been on site this week, working on closing out the last piece of the HUB core, or the core components of the HUB. These are the functions that take the data from JMS, process it within the HUB, send it to the mainframe and then from the mainframe to the HUB and to the JMS. The last piece involves processing the thirty-minute feed from the mainframe and identifying the transactions that the Sheriff's Department needs out of that bulk amount of data. Rob said that this would probably involve approximately a week to ten days to finish the testing of the HUB core transactions.

They are still working with Owens Information Services (OIS) on test data. This and last week have involved go-live preparatory meetings with Lt. David Hardy, JMS Project Manager. They have been discussing various exception scenarios, such as various San Francisco Numbers, or charges not included in the approved statute tables. This week they met to validate exception handling from a mainframe prospective. This forced a modification of some rules within the HUB for PlanGraphics to work on. They have kept separate business rules so it was not difficult to make changes, and their basic design decisions were correct. Rob added that they would be able to leverage work done for

the Sheriff's system onto other departments. In addition, Rob said that they have assisted the Sheriff with different product hardware. A different team from PlanGraphics, and a team from the DTIS Operations Group, should be finished with installations by the end of next week. The benefit from this is that they would have a production environment from JMS to HUB production to mainframe production, which will free up equipment being used in other areas. Rob said that the production environment is a full test environment. When OIS has completed their testing, and they are finished with their testing, Rob said that they would be able to do a complete end-to-end automated testing from JMS through the HUB to CMS, and they can modify cases as the departments would. They would be achieving mirror dual entry testing. This would involve certain staff shifts and large blocks of time. Before doing that, they would be sure to take a snapshot of the mainframe. Rob said that OIS is on track with their development work, and are still estimating a target of the week of December 17th for completion of testing mainframe input from the HUB, unless they receive a lot of report requests or other work.

With regard to staffing, Rob said that they have received additional funds and are moving forward on filling the two positions for which he has vacancies. They are working with a recruiter, who is searching across the country for the particular technical skills needed for the HUB development. Rob said that he is talking with two possible candidates. He is trying to re-classify one of the positions from 1053 to 1054, because the salary being offered was not commensurate with the technical skills required. In answer to a question, Rob said that he would continue the search for the other positions, including full time server and networking positions, which would be under Herb Tom's management, although Rob would be setting their time and priorities.

Server Project – Rob said that a lot has been happening. All the blades and chassis have finally been delivered to One Market Plaza (OMP). Rob said that installation would take four days, scheduled for next week. There are three chassis: two fully populated with fourteen blades at OMP, which will hold the production servers; and one at HOJ with twelve blades, for the failover or backup, and for testing and development for the various departments. The next step would be to install all of the actual software and the operating systems. Rob said that he is beginning to discuss DTIS resources so that he can talk to departments to coordinate migrations of the case management systems to OMP. In answer to a question about backup, Rob said that they have a lot of backup and redundancy built into the data, SAN to SAN. Rob said that the HOJ Storage Area Network (SAN) would mirror the SAN in the event of a hardware failure of the actual SAN.

Rob said that they have been working with the SAN vendor, EMC, and with DTIS to validate the design. They have been working on the failover procedure. They spent the day of a field trip at the EMC lab, causing failure and seeing how the VM ware responds. The response was very fast. They have arrived at and finalized a bill of materials, approved by the TSC, and a Statement of Work, which would go to Purchasing next week. If it could be posted on the website next week, a vendor pre-bid conference would take place during the week after next. They can now work on the Switch again, which would facilitate the Sheriff's go-live on the shared JMS/RMS server. The SFPD and the Sheriff's Department would share a virtual LAN. When that is in place, they could then schedule the transfer off the T-1 lines onto the JUSTIS fiber for all the departments, which is the prerequisite for moving the systems to OMP.

With regard to the proposed meeting on the charge code tables, Rob said that he is putting together the documents and diagrams to present to departments for their review. He said he would like them to see these before the meeting takes place. The documents will show the flow of the process, as well as the process for change control. Rob said that the departments have different systems with different dependencies. He is identifying the coordination between departments and reviewing the lookup tables in each system. He will prepare a matrix template, which he would ask the system administrators to review and identify the data they would need, so that if there were a change in one system, all systems would be synchronized with the required data elements.

Tom expressed appreciation for the prodigious amount of work Rob has accomplished to date, with meager resources. A question was asked regarding the role of the HUB staff in guiding departments with respect to the synchronization, selection, and sharing of data forming the "spokes" of the HUB. Rob said that the Letters of Agreements (LOAs) between departments, would enumerate the data to be provided, and when it would be provided. Rob said that how the data would be provided is a more technical conversation, involving technical documents, which would map in detail the specifications of the data to be shared. He said that the first step is to identify the data elements required for each system from others. It is not necessary to look at the system

documentation for every system. Rob said that he and PlanGraphics are creating high-level specification templates for all of the departmental vendors, which would assist them in desired communication between their system and the HUB. Rob said that NWS is already experienced in interfacing. Rob said that they are working on answering the top ten default questions, which they would release to departments/vendors, including an estimate of the level of effort involved.

Al added that models have been built and spreadsheets exist, which identify where the required data is located in the mainframe, where in the JMS, what it is called, and other information. These specifications become documents, which would inform the LOA. He said that most departments are now familiar with creating use cases to identify the required data, rather than with the formal business modeling process, but may need additional support to complete the use cases. Al said that as staff gets added to the HUB team, assistance might be available in creating the charts and data requirements. Rob said that the use cases provide the data elements, as well as a test of the transactions. Tom said that it would be helpful for him to see a use case from another department. Al said that there would be assistance for departments when they are ready to build the spoke, if the data to be migrated is known. Each department must know what is needed from others. It was noted that the Sheriff's and the Public Defender's Departments have experience with use cases. In addition, use cases have been created for the mainframe. Rob said it is helpful to look at the mainframe to see the data elements that they presently need and use, and to perform a gap analysis.

New Business - Presentation on Memoranda of Understanding (MOUs)/LOAs – Al said that Emily Murase had suggested that the MOUs be an item on the Agenda of the next Governance Council meeting. He added that the Department on the Status of Women (DOSW) would not need an MOU, since they would have a portal and are not exchanging information. Al said that today he would be presenting some work that has been done in this area. He said that they started the process in 2003. In 2004, they had draft MOUs for two aspects of the process: One aspect is the server consolidation project, involving the support issue provided by DTIS, to manage the department's portion in the federation. The support issue is the responsibility of DTIS to insure that the server hardware is functioning properly, including equipment upgrades. The Department would provide administrative support for the software. The MOU outlines the relationship between the two and operational support and security. This "support MOU" is part of the MOU Library. Another MOU is the "data sharing MOU," which documents what data under what circumstances. It included all of the supporting reference documents for all of the relationships between departments. In addition, there is a series of configuration management documents, including backup information and change controls. This provides a process whereby there are no unexpected consequences of changes made.

Al projected a demonstration of the "JUSTIS Library of Operations Control Documents," consisting of four basic parts: the "Master Index Document," the "Change Control Process Document Library," the "Data Sharing Document Library," and the "System Support Document Library." Al explained the contents of the libraries and how they would be viewed and used. He said that assistance is available. In answer to a question about what is new in the Project as opposed to what has been done on the mainframe, Al said that the departments have automated much of their work by implementing their individual case management systems, while continuing to share information through the mainframe. Al said that the Project does both: automates the department and shares information. The purpose of the documents is to integrate the departmental case management systems, impose discipline on the systems, and to understand the data that is being exchanged. Some draft documents have been constructed, and some "final" documents are included as well. He said that the presentation document would not be revealing of protected information. He said that training sessions, with the actual documents, would take place, which are not subject to the Sunshine Ordinance. He said that he would email MOU template drafts to departments for their review, after which meetings would be held. The MOUs would be available on the INNOTAS server.

Al said that there have been some challenges along the way in communications, and the many changes in staff that have taken place. In answer to a question about the language of the process of data exchange, Al said that in the past, people got bogged down in detail, and basically gave up. He said that the method should revolve around the question: "What problem are you trying to solve?" and then "What data do you need to solve that problem?" Al said that something to keep in mind is that eighty percent of JUSTIS data resides with the District Attorney, the Sheriff and Superior Court; everyone else consists of the remaining twenty per cent. Once data is exchanged among those

three departments, others needs would be substantially met and a large portion of integration would have taken place. At the conclusion of the presentation, Al distributed a document, which described the JUSTIS Library in detail.

2008 Schedule of Meetings – The Coordinator distributed a proposed schedule of Governance Council meetings for 2008 for members to review. Eileen moved to adopt the schedule, subject to change as needed during the year. Tom seconded the motion, which was carried unanimously by the members. The schedule was adopted.

Department of Telecommunication and Information Services (DTIS) Relocation – Walt said that in mid-November, DTIS would be moving to a new location at One South Van Ness Avenue, corner of Market Street. He said that he would be distributing new telephone numbers.

Request for Budget Projections – Walt said that in preparing the combined JUSTIS budget for the Mayor's Budget Office, he needs to have departmental input regarding the types of enhancements and other possible expenses that are projected for the case management systems over the next couple of years. He said that they would be sending a template by email, which they would appreciate being returned as soon as possible. He said that they would work with departments, if asked. Jenny Louie said that they expect only rough estimates at this time, on large JUSTIS-related, not other departmental items.

Adjournment– The next Council meeting is scheduled for Thursday, December 6, 2007, at 10:00 a.m., in the Adult Probation Conference Room. There being no further business before the Council, Pat moved to adjourn the meeting. Tom seconded the motion, which was carried unanimously, and the meeting was adjourned at 11:47 a.m.